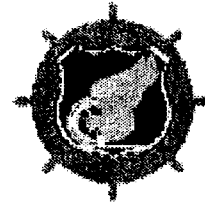




DEPARTMENT OF THE ARMY
Installation Management Agency
Europe Region
US Army Transportation Management Center, Europe
Unit 28130
APO AE 09114



IMEU-LOD-TMC

15 JUN 2006

MEMORANDUM FOR All Personal Property Customers, USAG BENELUX

SUBJECT: Your Quality Move

1. The purpose of this correspondence is to ensure we, the staff of the EURO Theater Consolidated Personal Property Shipping Office (CPPSO), take time to explain some important facts to make your upcoming move the best possible. The following is a list of things that you should remember and things you are authorized to receive from the carrier/agent responsible for packing and crating your personal property.

a. Pre-Move Survey. A pre-move survey is not a favor done for you by the carrier/agent, it is your right and you should demand it. Exceptions to this are shipments estimated under 3,200 pounds and pickups requested with less than five days response time and pick up address is outside a fifty mile operating radius of the agents warehouse. The carrier/agent will contact you by phone for shipments estimated below 3,200 pounds and those shipments exceeding 50 miles of the warehouse. The most important reason for the pre-move survey is so that the carrier/agent can determine any special packing requirements and to have a better idea of your actual weight, versus estimated weight. This can eliminate the hassle of having to wait for additional paper, cartons or the job taking longer than estimated, thus interrupting your time-limited schedule.

b. Protect Your Valuables. On the day that the packers arrive to begin their work, be sure that you have not left any valuables, (jewelry, cash, etc.) lying around the house. This could possibly lead to a temptation for theft. Normally, there is nothing to worry about; they are professionals. However, you should not add temptation to the formula for a safe move. Your carrier will appreciate your help, since their goal is to provide you the best worry free move available. Also, be sure that you do not leave items out that you do not want packed. Packers get in a hurry and if it's in plain sight, chances are it will get packed. Place all your valuable items, (passports, ID cards, orders, keys, etc.), in an area where you can ensure the packers will not have access to them (e.g., in your car or at a neighbor's house).

c. Document Your High-Risk Items. The carrier/agent will provide you with a "High-Risk Inventory" worksheet. It is your responsibility to ensure this is filled out correctly and completely, indicating description, make, model and serial number of each item. Carefully go over the list to include your CDs, cassettes, record albums, and videos. The extra time you take will make it easier to support your claim if items are lost, stolen or damaged. During your pack-out, the CPPSO randomly has Quality Control Inspectors visit and verify the "High-Risk Inventory". We will ensure that CD holders are opened and checked to verify that the CDs are physically enclosed. The carrier/agent has the right to open any and all owner-packed boxes to inspect the contents. At delivery, ensure that all high-risk items are unpacked and verified in the presence of the carrier/ agent personnel.

d. Document Inventory Carefully – "It's Your Move". Politely, look over the shoulder of the packer preparing the inventories. Ensure the inventory is correct and all items that were packed are listed. Once your packing is complete, the movers will begin loading your boxes and furniture into large wooden crates for international shipments. The boxes must be marked with the contents, and the room where packed (e.g., master bedroom (clothes), child's bedroom (toys), hall closet (vacuum), etc.). Ensure that any items such as chest of drawers, tool boxes, foot lockers, etc. that contain items are listed including contents on inventory, i.e., chest of drawers with linens, tool box with tools, etc.

e. **Packing, Cartons and Wrapping.** Carriers/agents are required to use new, or in sound condition, boxes and packing materials. If you are not satisfied with the way a particular item is packed, ask that it be repacked to your satisfaction. If you have problems with any packer, call the Quality Control telephone number(s) listed on page four of this document. All mattresses must be boxed in new mattress boxes; reuse is not allowed. If available, have the packer pack your stereo, TV, VCR and computer in the original boxes. Let the carrier/agent use the firm's packing materials to add additional protection for these valuable items. It is your responsibility to disconnect all cables and wiring from electronic equipment, and to label them for ease of your reconnection at destination.

f. **Wooden Crates.** While the carrier/agent is packing your household goods, go out to the truck with the lead packer and inspect the wooden crates used for your shipment. The crates are not required to be new, but should be in good condition. The sides should be solid and not broken, warped, or bent. Also ensure the crates are dry inside. If the agent packs your property in a wet crate, chances are you will have mold, mildew and other damages when your shipment is delivered at destination. Ask the carrier/agent to show you the metal or plastic seals they are going to use. Once the crates are loaded, the door should be nailed shut and the seals placed at the corners while still at your quarters. The crates should also be sealed with an approved silicon sealant, at the seams, for water protection. The crate will be banded with steel bands at the agent's warehouse. Never allow the agent to leave your residence with the crates still open. Don't accept the statement "We will finish this at the warehouse." That is unacceptable. The only exception to this rule is when there are overflow items, such as carpets or pieces of furniture too large for a standard crate. In that case, the carrier/agent may have to take these items to the warehouse to complete packing and crating. If this should occur, contact the Quality Control Inspector telephone number(s) at page 4 of this document, and report the action.

g. **"Remember the Little Things".** One of the most important things to remember, and the most often overlooked issue, are keys, nuts, bolts, and assembly hardware for your furniture items. The carrier/agent is required to place these parts in plastic bags and tape them to the disassembled item(s). What can happen during transit and at the unloading at your new residence is that the small bags of assembly items have fallen off the piece of furniture, and tend to get mixed up with the packing materials. Then, when the agent at destination tries to assemble the item, the required hardware pieces are missing. We suggest the following to protect these small and easily lost accessory items. Request a small box, approximately 12 inches square, from the lead packer. Also, ask the agent to enter this box as item number one on your inventory. Keep this box in your possession and, as an item is disassembled, ask the agent to place the assembly items in this box once they have bagged and individually marked each for the specific item of furniture. After all the items are disassembled, seal this box and mark it clearly as assembly hardware. Then request the lead packer place this box, as the last item, in crate number one. When your personal property arrives at destination have crate one opened first and recover your box of assembly hardware before unpacking begins. You and the delivering carrier/agent will know where all the assembly furniture hardware is and should have no problem reassembling your valued items.

h. **Speaking English Required.** It is a contract requirement that at least one of the crewmembers packing your shipment be able to read, write, and speak English. If you find that is not the case, contact the QC Inspector at the telephone number(s) on page 4 of this document.

i. **Dishes and Glassware.** Due to the fragile nature of crystal and porcelain items, ensure that all pieces are individually and fully wrapped. Request extra packing if you feel it will provide better protection. Dishes are to be individually wrapped and should be placed in a dish carton. A dish carton is sturdier than a regular carton, for additional safety. Your clothes should be placed flat in wardrobe boxes. Don't allow an agent to pack your clothes in regular boxes, (except underwear, socks, etc.). Be sure that the packers remove hangers and place them in a separate box. Once again, if you experience any problems with the packers, contact the Quality Control Inspector at the numbers) on page 4 of this document.

j. **Weather Considerations.** If it is raining, the carrier/agent must protect your household goods from the weather elements. They can do this by placing plastic on the items before carrying them to the crate or by building an awning. Regardless of what measure is used, insist that your valued property remain dry. Mold and mildew, discussed in item f above, may occur during transit and cause damage to your property if the property becomes wet.

k. **Refreshments for the packing crew.** You may provide light refreshments (sandwiches, water or soda's) to the packing crew if you wish. This is not a requirement. However, it is a violation of the government contract for alcohol to be served.

l. **Packout and Delivery Hours.** The carriers/agents have a flexible schedule and, on your moving day, you need to be available from 0730 until 2100 in the summer months. In the winter months, normally a carrier/agent will not work outdoors after dark. Work with them and they will get you packed and moved in a safe and secure manner as quickly as possible.

m. **Protect and Hand Carry Your Documentation.** You will be receiving very important paperwork from many different places - - the Personal Property Processing Office (PPPO), the Customs Office, and the carrier/agent packing your belongings. You will also receive documents upon delivery. **It cannot be stressed enough that you must place these papers in a place for safe keeping, preferably in your possession during "Your Quality Move."**

2. These are only a few helpful hints to make your move go as smoothly as possible. If you have any doubts or concern whatsoever, please call the QC Inspector at numbers) on page 4 of this document The EURO Theater CPPSO staff is here to serve you. Our goal is for this move to be "Your Quality Move."

3. EURO Theater CPPSO point of contact is Chief, Quality Control Division, DSN 475-7865, civilian, 09641-83-7865 or FAX 475-7911.

"PRIDE IN PROFESSIONALISM." is the EURO Theater CPPSO motto and creed.



HUMBERTO RIVERA
Director,
U. S. Army Transportation
Management Center, Europe

**Quality Control Inspectors Assisting in the USAG
Areas of Shape, Brussels (Belgium), Schinnen (The Netherlands)**

	<u>Mailing Address</u>
Regional Quality Control Supervisor Tel. DSN: 366-6413 Fax. DSN: 366-6417 Civilian is +32(0) 65-326413 Cell: 0032 (0) 485-718290	EURO Theater CPPSO (QC Section) Bldg# 220, Room # 103 Shape, Belgium APO AE 09708
Quality Control Inspector, Shape Cell: 0032 (0) 485-718291	Quality Control Inspector, Shape Cell: 0032 (0) 485-718295
Quality Control Inspector, Shape Cell: 0032 (0) 485-718297	Quality Control Inspector, Shape Cell: 0032 (0) 485-718298
Quality Control Inspector, Schinnen Cell: 0031 (0) 646-768949	EURO Theater CPPSO (QC Section) Schinnen, The Netherlands Tel: DSN 360-7571 Com: 0031-46-4437571
Quality Control Inspector, Schinnen Cell: 0031 (0) 646-768947	Quality Control Inspector, Schinnen Cell: 0031 (0) 646-768948

**WORLDWIDE TOLL FREE TELEPHONE NUMBER FOR CUSTOMER
ASSISTANCE** **00800-44433444**

IMPORTANT NUMBERS AT USATMC-E

DIRECTOR, USATMC-E

**DSN: 475-7820
Cell: 0049 (0) 162-2726519**

DIRECTOR, OPERATIONS

**DSN: 475-8447
Cell: 0049 (0) 162-2726522**

EURO Theater Consolidated Personal Property Shipping Office (CPPSO)

Chief, EURO Theater CPPSO	DSN: 475-8623
Chief, Quality Control Division	DSN: 475-7865
Chief, Outbound	DSN: 475-7918
Chief, Inbound	DSN: 475-7584

**DSN Conversion from civilian to EURO Theater CPPSO in Grafenwoehr is
0049-9641-83-XXXX**